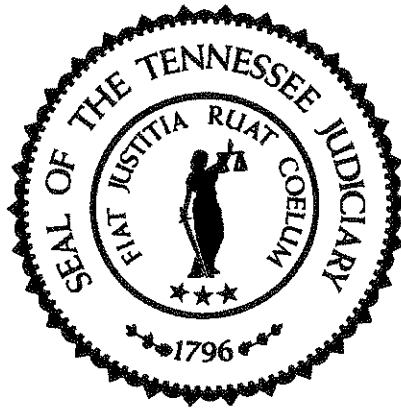


**TITLE VI OF THE CIVIL RIGHTS ACT OF 1964
2011 IMPLEMENTATION PLAN**



Administrative Office of the Courts
Nashville City Center, Suite 600
511 Union Street
Nashville, TN 37219

October 1, 2011
Amended Plan – Submitted November 9, 2011

**TITLE VI OF THE CIVIL RIGHTS ACT OF 1964
2011 IMPLEMENTATION PLAN
ADMINISTRATIVE OFFICE OF THE COURTS**

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NOTE: Amendments to the 2011 Title VI Implementation Plan are shown in red.

I. Overview of the Administrative Office of the Courts

The Administrative Office of the Courts provides support services to the Tennessee Supreme Court and the entire state court system. The director, appointed by the Supreme Court, is the administrative officer for the courts and oversees daily operations. Duties of the office include preparing the court system's annual budget; providing judicial education, computers, equipment, training and technical support for judges and other court personnel; assisting judges with case assignments; administering payroll accounts for the court system; conducting orientation for new judges; administering the official state criminal court reporters system; providing assistance to judicial committees; compiling data; and disbursing funds to court-appointed attorneys representing indigents and providing support to the Child Support Magistrate Program.

General Policy Statement: It is the policy of the Administrative Office of the Courts that no person shall on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964 and Title IX of the Education Amendments Act of 1972, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any federally funded program or activity.

A copy of the AOC organizational chart is *Appendix A*.

2. Federal Programs or Activities

GRANTS TO BE ADMINISTERED BY THE ADMINISTRATIVE OFFICE OF THE COURTS FISCAL YEAR 2010-2011

Grant Name and Description	Annual Funding	Grant Period	Amount Allocated for Contracts Grants, and RFP's
Access to Visitation	\$181,834	10/1/10-9/30/11	\$181,834
<i>This grant is for the development of or continuation of initiatives that will aid self-represented litigants in accessing the TN court system regarding child support issues. The initiatives address the needs of divorced or never married parents and focus on services to help them resolve any or all issues concerning parenting and visitation in child support cases or cases involving child support issues. These initiatives may include but are not limited to any of the following: self-help centers, pro se clinics, unbundled legal services, and mediation programs.</i>			
Child Support Magistrates	\$1,587,980	10/1/10-9/30/11	\$0
<i>This grant is for the provision of services to adjudicate child support cases filed by the TN Dept. of Human Services pursuant to Title IV-D of the SSA.</i>			
Court Improvement Program (CIP)	\$238,028	10/1/09-9/30/11	\$52,500
<i>In 2003, the U.S. Department of Health and Human Services, Children's Bureau, mandated a re-assessment of the juvenile courts particularly taking into account the requirements of the Adoption and Safe Families Act (ASFA) of 1997 (P.L. No. 105-89), TN's implementation of ASFA legislation, and the CIP implementation of the original plan of improvements. The Safe and Timely Interstate Placement of Foster Children Act of 2006, (P.L. 109-239), required an additional assessment to evaluate the role, responsibilities, and effectiveness of the courts in the interstate placement of foster children and to implement improvements to expedite these placements. The assessment required states to identify any legal barriers that prevent timely judicial decisions regarding interstate placement.</i>			

Court Improvement Training	\$197,213	10/1/09-9/30/11	\$16,000
<i>The funds are appropriated for the purpose of training judges and attorneys in child welfare cases.</i>			
Court Improvement Data Sharing	\$200,985	10/1/09-9/30/11	\$103,087
<i>The funds are appropriated for the purpose of collecting and sharing relevant data concerning the effectiveness of the courts.</i>			
Juvenile Justice Training	\$60,000	10/1/10-9/30/11	\$0
<i>Through the grant we provide scholarships to existing training outside the Administrative Office of the Courts as well as the development, coordination and execution of Juvenile and Family Court Judges training on juvenile justice delinquency prevention.</i>			
ICJ Portal Access	\$91,000	10/1/10-9/30/11	\$43,950
<i>This grant is from the Governor's Highway Safety Office (GHSO) and the funding is used to pay for certain authorized agencies' access fees to the TN Criminal Justice Portal.</i>			
Family Centered Services Project	\$77,824	10/1/10-9/30/11	\$77,824
<i>The project will evaluate and test strategies to increase child support collections and noncustodial parents' regular contact with children by providing family-centered services to never-married parents focusing on screening noncustodial parents to identify problems with such issues as parenting time, employment, transportation, substance abuse, or mental health and providing services on a low and high treatment basis. The Administrative Office of the Courts will assist with the evaluation and some services.</i>			
Federal FY 2010 NCHIP Sub-award	\$445,000	10/1/10-9/30/11	\$392,460
<i>This grant is for the multi-year automation project of the Case Judgment document (otherwise known as Judgment Order or sentencing document or disposition). This is the document that gets completed after a trial with the sentence information on it, as well as all the identifiers of the accused. The Order is reviewed and signed by judges and the information on this form is used by agencies such as Department of Correction, Board of Probation and Parole, Administrative Office of the Courts, TN Bureau of Investigation (for updating TN's Criminal History), District Attorneys, Defense Attorneys (including Public Defenders), and Court Clerks.</i>			

Rural Juvenile Court Intervention Strategy	\$54,000	10/1/10-9/30/11	\$54,000
<i>This grant will offer judges alternatives to incarceration of youth while increasing the likelihood the youth will become a productive citizen. This grant will identify youth referred from juvenile court to summer camp programs and year round programs which employ evidence-based programming to increase the youth knowledge of the perils of drugs and alcohol, build their self esteem and offer them positive ways of spending time so as to avoid negative and destructive forms of behavior.</i>			
Arrest Event System	\$25,000	10/1/09-9/30/10	\$25,000
<i>The Arrest Event System (AES) is a web-based system designed to display arrest information from across the state as this information comes into the TN Bureau of Investigation for processing. Proposing this system be housed at the TN Bureau of Investigation, AES will be populated with information derived from the State's network of AFIS (Automated Fingerprint Information System) systems. This information will be supplemented with the State Control Number (SCN), State ID (SID), and when applicable, the TN Offender Management Information System (TOMIS) ID; all critical numbers when tying the final case disposition to the original arrest event.</i>			
Criminal Justice Web Portal Reengineering	\$50,000	7/1/09-6/30/11	\$35,466
<i>The Phase III prototype of the Criminal Justice Web Portal was designed, approved, and is being developed for implementation during this fiscal year. Phase IV, the next step of this ongoing project, involves reengineering the web portal to increase its flexibility and align its search and reporting functions with national standards. Extensible Markup Language (XML), which has become the National Information Exchange Model (NIEM) standard, is used to design and develop most state and federal criminal justice integration projects. TN's use of this technology positions the state to support national initiatives and will provide a platform for future projects.</i>			

Interpreters for Victims of Violence & Interpreters Scholarships	\$30,000	7/1/09-6/30/11	\$28,776
<i>This grant funding was used to decrease the language barriers to meaningful access to the courts and to due process for the growing number of TN residents that need qualified spoken language interpreters. The goals were to increase the number of credentialed interpreters by assisting with the costs of the credentialing process and provide scholarships to those that passed the oral fluency interviews and to provide for and pay for credentialed interpreters in order of protection hearings, as the Administrative Office of the Courts has no funding from the Legislature to pay for these costs.</i>			
Video Arraignment Equipment	\$200,000	7/1/09-6/30/11	\$195,000
<i>The Video Arraignment Equipment grants enabled counties to purchase video arraignment equipment and be reimbursed by the Administrative Office of the Courts. The Administrative Office of the Courts initiated this grant project in recognition that arraignments take up a large portion of the judges' time, especially if the judge has to travel to the jail to conduct the arraignment. There is also a safety issue when prisoners are transported to the courthouse for the arraignment hearing. There is potential for escape, an outburst in court, and for prisoners to interact with the victims. With the installation of video arraignment equipment, the prisoner does not have to leave the jail and the judge does not have to travel to the prison. This project saves time for the judiciary and law enforcement and provides greater safety at courthouses.</i>			
TOTALS	\$3,438,864		\$1,205,897

There are no Federal financial assistance applications pending with other Federal or state departments or agencies.

**PROJECTED FEDERAL FUNDS TO BE RECEIVED
FISCAL YEAR 2011-2012**

Grant Name and Description	*Funding Awarded	Grant Period
Access to Visitation	\$184,525	10/1/10- 9/30/12
Child Support Magistrates	\$1,598,800	7/1/11/6/30/12
Court Improvement Program	\$197,817	10/1/10- 9/30/12
Court Improvement Training	\$194,520	10/1/11- 9/30/12
Court Improvement Data Sharing	\$200,334	10/1/11- 9/30/12
Family Centered Services Project	\$62,956.50	2/15/11- 2/28/12
Rural Juvenile Court Intervention Strategy	\$54,000	7/1/11-6/30/12
Interpreters for Non-Indigent Criminal Cases	\$150,000	7/1/11-6/30/12
Translation of Order of Protection Forms	\$4,800	8/1/11-4/30/12
TOTAL	\$2,647,753	

*The amount of award shown maybe a tentative award amount.

3. Organization of the Civil Rights Office/Civil Rights Coordinator

The responsibility for coordinating Title VI for the Administrative Office of the Courts is assigned to Cynthia H. Saladin, Human Resources Manager.

Administrative Office of the Courts
511 Union Street, Suite 600
Nashville, TN 37219
Phone: (615) 741-2687

The Title VI Coordinator monitors compliance with Title VI using the guidelines set forth by the Administrative Office of the Courts. The coordinator will develop the annual Title VI implementation plan, compile reports describing Title VI compliance and related activities, and address complaints under the procedures outlined in this plan. The Title VI Coordinator will provide forms for pre-award assurances and data collection and post-award compliance reporting and training of agency staff, subrecipients and contractors. The ultimate responsibility for complying with Title VI is vested with the Administrative Director of the Courts who is accountable for overall administration of the programs and contracts of the Administrative Office of the Courts. Programs managers (grant managers) are responsible to monitor the compliance of each grant awarded in their program area. Program managers work with the Title VI Coordinator to assure overall compliance and reporting functions are completed in a timely manner.

4. Data Collection and Analysis

Beneficiaries of the Administrative Office of the Court's grant programs and services:

The national origin breakdown *Interpreter for Victims of Violence & Interpreters Scholarships* grant is as follows: There were 51 individuals who were scholarship beneficiaries (received funds to pay for the costs of the credentialing process). Of the beneficiaries 48 were becoming Spanish interpreters, 2 were becoming Mandarin Chinese interpreters, and 1 was becoming an Arabic interpreter. There were 9 interpreters used in victims of violence cases. Of the beneficiaries 6 were Spanish, 2 were Chinese and 1 was Arabic. The beneficiaries of this grant are located statewide. The interpreters used in victims of violence situations are situational based on actual court orders identified by judges at the beginning of hearings.

The racial breakdown for the *Child Support Magistrates Grant* beneficiaries is actual staff. There are 24 staff members, 6 White male and 18 White female. There has not been any turnover within this division since 2007 with the exception of one White female administrative assistant who was replaced by the supervising child support magistrate. The child support staff are located statewide based on statutory guidelines, therefore, U. S. Census data is not applicable.

The racial breakdown for the *Juvenile Justice Training* grant beneficiaries is as follows. Out of 157 youth service officers and juvenile judges attending juvenile justice training 18 were Black or African-American, 1 was Hispanic or Latino and 83 were White. The audience of juvenile justice training workshops is very specific to individuals employed or elected/appointed by state and local government as youth service officers and juvenile court judges and therefore, U. S. Census data is not applicable.

The racial breakdown for the Foster Care Review Board peer advocates (beneficiaries of stipend) for the *Court Improvement Program* grant is as follows. There were 7 beneficiaries and of that number 5 were Black or African American and 2 were White. The peer advocates are foster youth who meet specific criteria set by the Department of Children Services. As the pool of candidates we are provided is extremely small and statewide, U. S. Census data is not applicable.

The *Access to Visitation* grant has beneficiaries which are self-reported litigants. The reporting requirements for sub-recipients of this grant for the 2010-2011 year is not until October 31, 2011, therefore the following data was compiled for the previous grant year which ended on September 30, 2010. The racial breakdown of self-represented litigants for the *Access to Visitation* grant is as follows. There were 1,575 beneficiaries (self-reported litigants) and of that number 936 or 59.43% were Black or African American, 36 or 2.29% were Hispanic or Latino, 601 or 38.15% were White and 2 or .12% were two or more races.

Minority representation of agency staff: As of June 30, 2011, the AOC had 76 staff. Of that number there are 18 White males, 2 Black or African American males, 1 Hispanic or Latino male and 43 White females, 8 Black or African American females, 3 Hispanic or Latino females and 1 Asian female. Out of a total of 76 AOC staff 80.26% are White, 13.16% are Black or African American, 5.26% Hispanic or Latino and 1.32% Asian.

Title VI complaints: The Administrative Office of the Courts received one complaint in this fiscal year. It was a valid complaint which was resolved by acquiring a court interpreter at no cost to the complainant. No complaints were referred to another state or federal agency.

There are no pending lawsuits against the department alleging discrimination on the basis of race, color or national origin under any federally funded program or activity.

5. Definitions

Assurances: A written statement of agreement by one legally authorized to contractually bind an entity in which the signatory agrees on behalf of the organization to administer federally assisted programs in accordance with all applicable laws and regulations including those applicable to non-discrimination.

Beneficiaries: Those persons to whom assistance, services or benefits are ultimately provided.

Compliance: The fulfillment of the requirements of Title VI, other applicable laws, implementing regulations and instructions to the extent that no distinctions are made in the delivery of services or benefits on the basis of race, color or national origin.

Complaint: A verbal or written allegation of discrimination which indicates that any federally assisted program is operated in such a manner that it results in disparity of treatment to persons or groups of persons because of race, color or national origin.

Contractor: A person or entity that agrees to perform services at a specified price pursuant to a contract or grant. The state must determine for each contract whether it establishes a vendor or a subrecipient relationship with the state.

Discrimination: To make any distinction between one person or group of persons and others intentionally, by neglect, or by the effect of actions or lack of actions based on race, color or national origin.

Federal Assistance: Any funding, property or aid provided for the purpose of assisting a beneficiary. Federal financial assistance may be in the form of property, technical assistance, grants or partnerships and does not refer solely to the distribution of funds.

Limited English Proficiency: The inability to speak, read, write or understand the English Language at a level that permits an individual to effectively interact with service providers.

Minority: A person or group of persons differing from others in some characteristics and often subjected to differential treatment on the basis of race, color or national origin.

Noncompliance: Failure or refusal to comply with Title VI of the Civil Rights Act of 1964, other applicable civil rights laws, and implementing departmental regulations.

Primary Recipient: Any recipient which is authorized or required to extend federal financial assistance to another recipient for the purpose of carrying out a program.

Public Notification: Process of publicizing information on the availability of programs, services, benefits and the right to file a Title VI complaint.

Recipient: Any state, political subdivision of any state, or instrumentality of any state or political subdivision, any public or private agency, institution, or organization, or other entity or any individual in any state to whom federal financial assistance is extended, directly or through another recipient, for any program, including any successor, assignee, or transferee thereof, but not including any ultimate beneficiary under such program.

Secondary Recipient: Any recipient that receives financial assistance to carry out a program through a primary recipient or other subrecipient.

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d-4: Federal law prohibiting discrimination based on race, color or national origin. It covers all forms of federal aid except contracts or insurance and guaranty. It does not cover employment, except where employment practices result in discrimination against program beneficiaries or where the purpose of the federal assistance is to provide employment.

Vendor: An individual group, public or private organization or institution, political entity, or commercial enterprise which, pursuant to any contract, agreement, or other arrangement with a recipient or subrecipient provides generally required goods or services which are used by or available to a beneficiary of a program.

6. Discriminatory Practices

The Administrative Office of the Courts prohibits the following practices committed on the basis of race, color or national origin:

1. Denying any individual service, aid or other benefit provided under the program;

Example: denying a non-English speaking defendant in an order of protection hearing the use of a certified court interpreter for the actual hearing and discussions with the defendant's attorney.

2. Providing any service, aid, or other benefit to an individual which is different, or is provided in a different manner, from that provided to others under the program;
3. Subjecting an individual to segregation or separate treatment in any matter related to his or her receipt of any service, aid or other benefit under the program;

Example: Denying access to a Chinese speaking jailed defendant to the use of video equipment for arraignment.

4. Restricting an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service, aid or other benefit under the program;
5. Treating an individual differently from others in determining whether he or she satisfies any requirement or condition which individuals must meet in order to be provided any service, aid or other benefit under the program;
6. Denying an individual an opportunity to participate in the program through the provision of services or otherwise, or afford him or her the opportunity to do so which is different from that afforded others under the program;
7. Subjecting an individual to discrimination in employment practices under such program; or

Example: Selecting only white male applicants to participate in interviews for a court improvement program coordinator.

8. Addressing an individual in a manner that denotes inferiority.

7. Limited English Proficiency (LEP)

Limited English Proficiency (LEP) Policy Statement: It is the policy of the Administrative Office of the Courts to take reasonable steps to provide timely and meaningful access for LEP individuals coming in contact with the Administrative Office of the Courts.

Through Supreme Court Rule 42 the Administrative Office of the Courts is authorized to carry out the Court interpreter Credentialing Program to assist all courts in the State of Tennessee to provide timely and meaningful access to the court system for LEP individuals.

The AOC internal LEP procedure is Appendix F.

In an effort to provide all individuals with equal access to the judicial system, the Administrative Office of the Courts created the Court Interpreter Credentialing Program pursuant to Supreme Court Rule 42. This program tests each interpreter's ability to understand English terminology and accurately interpret it into the languages spoken by persons with limited English proficiency. Upon completing the required examinations, workshops, and criminal background checks, the interpreters are added to a roster that is distributed periodically to the courts and updated frequently on the office's website. The Court Interpreter Credentialing Program is a member of the Consortium for Language Access in the Courts. The Administrative Office of the Courts utilizes the Consortium's Written Examination and Oral Examination as well as Language Testing International's Oral Proficiency Interview (OPI) and ALTA Languages Services, Inc. for language proficiency in the target language and English. Additionally, the Administrative Office of the Courts sought and obtained legislative funding for interpreter services in indigent defense cases.

For fiscal year 2010-2011, the written examination was offered in August, November, February and April. The OPI (oral proficiency interview) is offered twice per month in Jackson, Knoxville, Chattanooga, and Nashville. The Court Interpreter Credentialing Program administered the Spanish oral interpreting examination for interpreters possessing "registered" status in October and March. Oral interpreting examinations for languages other than Spanish were offered in September and April.

Contact information of translator and interpreter services utilized by the Courts and contact information for credentialed court interpreters credentialed pursuant to Supreme Court Rule 42 can be found on the AOC website at: <http://www.tncourts.gov/programs/court-interpreters/find-court-interpreter>. As of September 8, 2011, the following languages had the following number of credentialed interpreters:

CERTIFIED LANGUAGE	QUANTITY
Spanish	45
Arabic	1
Japanese	1
Mandarin Chinese	1

REGISTERED LANGUAGE	QUANTITY
Spanish	57
Arabic	3
Farsi	1
German	1
Portuguese	2
Vietnamese	1

The various languages include those listed above. Anecdotally, other languages requested include Korean, and African languages. When these languages are requested, the Administrative Office of the Courts then reviews the interpreter database it has of those that are not registered or certified and also checks the databases of the Tennessee Foreign Language Institute. If an interpreter cannot be found, the Administrative Office of the Courts then contacts the members of the Consortium to see if they have an interpreter. If not, then the AT&T Language Line is consulted.

Breakdown of Various Languages Confronted by the Department or Agency as Result of On-site and Telephonic Encounters from the Public:

The AOC recently instituted an online program for interpreters to use to process their invoices for payment. This program, since the inception in May 2010 has shown that interpreters have provided interpretation for the following languages in Rule 13 cases (Please note that this is only for Rule 13 cases as the AOC does not collect the data from all court cases. It, however, is very indicative of the language needs for the court system in general). In addition, the AOC has surveyed judges and clerks to determine language needs. The results of these two data gathering methods are as follows:

Spanish	Haitian Creole	Samoan
Arabic	Hindi	Slovak
Aramaic	Kirundi	Somali
Bengali	Kurdish	Swahili
Bosnian	Korean	Tegrana (Tigrignia)
Burmese	Japanese	Thai
Chinese	Lao	Uzbek
Croatian	Nepali	Vietnamese
Farsi	Nuer	Wolof
French	Polish	Zomi
German	Romanian	
Gujarti	Russian	

Identify Other Steps and Goals Toward Breaking Down Barriers to LEP Challenges:

The Administrative Office of the Courts has developed bench cards for the judges and has provided these to all newly elected/appointed judges. The Administrative Office of the Courts has also developed the cards for clerks and attorneys and distributed them also. In addition, the Administrative Office of the Courts has provided interpreter training for all

clerks at their May and June 2011 conferences with over 500 attendees.

The Supreme Court's Access to Justice Commission is also looking into LEP issues and a subcommittee is looking specifically at the LEP issue. The Access to Justice Commission was formed to help address the growing civil legal needs crisis in Tennessee. The Administrative Office of the Courts has developed an Interpreter Issues workgroup to assist with these issues also.

In addition to providing the courts with qualified interpreters, the Administrative Office of the Courts has provided each judicial district with at least one set of simultaneous interpreting equipment. The equipment improves the court participant's ability to hear and understand the interpreter and provides the interpreter with the flexibility to move around the courtroom when necessary.

The Administrative Office of the Courts is making an effort to increase the number of languages, other than Spanish (LOS) interpreters, by collaborating with various community organizations including Catholic charities, Tennessee Foreign Language Institute, university foreign language departments, and the Tennessee Association of Professional Interpreters and Translators (TAPIT).

In addition, the Administrative Office of the Courts applied for and received grant funding from the Office of Criminal Justice Programs to provide for payment of interpreter costs in non-indigent Rule 13 cases.

On August 16, 2010, Assistant Attorney General Thomas Perez, U. S. Department of Justice, Civil Rights Division wrote a letter to Chief Justices/State Court Administrators providing guidance regarding LEP requirements in the courtroom. The Administrative Office of the Courts is gathering data on the issues and is following the continued dialogue with representatives from the National Center for State Courts, who are in contact with Attorney General Perez regarding this issue.

8. Complaint Procedures

Any person alleging discrimination based on race, color or national origin has a right to file a complaint within 180 days of the alleged discrimination. At the complainant's discretion, the complaint may be filed with (1) the Title VI Coordinator of the Administrative Office of the Courts, (2) the appropriate federal agency or (3) the recipient agency. It is not necessary to know the identity of the complainant, as long as the information is sufficient to determine the identities of the recipient and indicates the possibility of a violation. Complaints may be filed on the complaint form found in *Appendix B*. Complaints should be handled within 90 days of their receipt. A letter should be sent acknowledging receipt of the complaint and requesting a time and date an investigator can contact the complainant by telephone to discuss the complaint. A preliminary inquiry shall be conducted on all complaints to substantiate or refute the allegations. If the preliminary inquiry indicates that there may be a problem, then a full complaint investigation shall be initiated. A letter will be sent to the complainant explaining that an investigation will be started and that their cooperation will be needed in the future. If the allegations are not substantiated, a letter will be sent to the complainant that contains a description of the allegations investigated, the scope of the investigation, the facts learned and a closing statement summarizing the basis on which the determination was made. Copies of complaints and their dispositions will be kept for records and submission to the proper state and federal authorities.

9. Compliance Reviews

During this reporting period AOC grants utilized a total of 285 subrecipients, including grantees and contractors.

A. Pre-Award Procedures – Assurances & Data Collection

The Administrative Office of the Courts shall make available any compliance report to be reviewed by the TN Human Rights Commission upon request.

Below is list of subrecipients specifying the number of grants awarded to each subrecipient and identification of those who signed a “statement of assurances”.

LIST OF SUBRECIPIENT AND CONTRACTORS

Name of Subrecipient	Number of Grants Receiving Monies	Name of Contractor	Number of Contracts Receiving Monies	Subrecipient and/or Contractor Returned Signed "Statement of Assurances" for '10-11 FY
		NIC, TN	2	Yes
		Adobe/Dell & 4 Point	1	No
Bledsoe County	1			No
Grundy County	1			No
Lincoln County	1			No
Monroe County	1			No
Roane County	1			No
Sequatchie County	1			No
Anderson County	1			Yes
Bedford County	1			Yes
Carroll County	1			Yes
Chester County	1			Yes
Cocke County	1			Yes
Crockett County	1			Yes
Decatur County	1			Yes

Dickson County	1			Yes
Dyer County	1			Yes
Lawrence County	1			Yes
Loudon County	1			Yes
Marion County	1			Yes
Morgan County	1			Yes
Sullivan County	1			Yes
Unicoi County	1			Yes
Center for Policy Research	1			Yes
Community Legal Center	1			Yes
Exchange Club Family Center	1			Yes
Juvenile Court Memphis and Shelby	1			Yes
Nashville Conflict Resolution Center	1			Yes
SETL Legal Services	2			Yes
The Mediation Center	1			Yes
District Attorney (Cleveland)	1			Yes
Drug Court (Cleveland)	1			Yes
Drug Task Force - Charleston	1			Yes
District Attorney (Chattanooga)	1			Yes
Circuit Court (Bledsoe)	1			Yes
Circuit Court (Franklin)	1			Yes
Drug Court – 12th Judicial District	1			Yes
Drug Task Force - Jasper	1			Yes
District Attorney (Cookeville)	1			Yes
Circuit Court (Coffee)	1			Yes
District Attorney - Manchester	1			Yes
Drug Task Force - Hartsville	1			Yes
Drug Court (Rutherford)	1			Yes
District Attorney - Fayetteville	1			Yes
District Attorney - Sumner	1			Yes
Drug Court (Sumner)	1			Yes

Drug Task Force - Gallatin	1			Yes
District Attorney - Clarksville	1			Yes
Drug Court - Clarksville	1			Yes
Drug Task Force - Clarksville	1			Yes
District Attorney - Jonesborough	1			Yes
District Attorney - Nashville	1			Yes
Drug Court - Franklin	1			Yes
Drug Task Force - Franklin	1			Yes
District Attorney - Lawrenceburg	1			Yes
Drug Court - Charlotte	1			Yes
Drug Task Force -- Charlotte	1			Yes
Drug Task Force - Ripley	1			Yes
Drug Task Force - Union City	1			Yes
Circuit Court (Gibson)	1			Yes
Drug Court (Milan)	1			Yes
District Attorney - Dyersburg	1			Yes
District Attorney - Blountville	1			Yes
Circuit Court (Hamblen)	1			Yes
District Attorney - Greeneville	1			Yes
Drug Court - Morristown	1			Yes
Drug Task Force - Sevierville	1			Yes
District Attorney - Knoxville	1			Yes
Drug Court - Knoxville	1			Yes
Drug Court - Scott County	1			Yes
Drug Task Force - Jacksboro(Huntsville)	1			Yes
Drug Task Force (Roane)	1			Yes
Adamsville Police Department	1			Yes
Alamo Police Department	1			Yes

Algood Police Department	1			Yes
Anderson County Sheriff's Office	1			Yes
Anderson County Constable	1			Yes
Ashland City Police Department	1			Yes
Atoka Police Department	1			Yes
Austin Peay State University Police Department	1			Yes
Baileyton Police Department	1			Yes
Bean Station Police Department	1			Yes
Belle Meade Police Department	1			Yes
Bells Police Department	1			Yes
Benton Police Department	1			Yes
Berry Hill Police Department	1			Yes
Blaine Police Department	1			Yes
Blount County Sheriff's Office	1			Yes
Bluff City Police Department	1			Yes
Bolivar Police Department	1			Yes
Bradford Police Department	1			Yes
Bradley County Sheriff's Office	1			Yes
Brentwood Police Department	1			Yes
Brighton Police Department	1			Yes
Bristol Police Department	1			Yes
Brownsville Police Department	1			Yes
Calhoun Police Department	1			Yes
Cannon County Sheriff's Office	1			Yes

Carroll County Sheriff's Office	1			Yes
Carter County Sheriff's Office	1			Yes
Carthage Police Department	1			Yes
Chapel Hill Police Department	1			Yes
Chattanooga City Court	1			Yes
Chattanooga Housing Police Department	1			Yes
Cheatham County Sheriff's Office	1			Yes
Chester County Sheriff's Office	1			Yes
Clarksville Police Department	1			Yes
Cleveland Police Department	1			Yes
Cleveland State Community College	1			Yes
Clifton Police Department	1			Yes
Clinton Police Department	1			Yes
Cocke County Sheriff's Office	1			Yes
Coffee County Sheriff's Office	1			Yes
Collegedale Police Department	1			Yes
Coopertown Police Department	1			Yes
Cornersville Police Department	1			Yes
Covington Police Department	1			Yes
Crockett County Sheriff's Office	1			Yes
Cross Plains Police Department	1			Yes
Crossville Police Department	1			Yes
Cumberland City Police Department	1			Yes
Cumberland Gap Police Department	1			Yes

Dandridge Police Department	1			Yes
Decatur County Sheriff's Office	1			Yes
Decherd Police Department	1			Yes
Dickson Municipal Court	1			Yes
Dresden Police Department	1			Yes
Dunlap Police Department	1			Yes
Dyer County Constable	1			Yes
Dyer County Sheriff's Office	1			Yes
Dyer Police Department	1			Yes
Dyersburg Police Department	1			Yes
Eagleville Police Department	1			Yes
East Ridge Police Department	1			Yes
East Tennessee State University	1			Yes
Elkton Police Department	1			Yes
Erin Police Department	1			Yes
Etowah Police Department	1			Yes
Fairview Police Department	1			Yes
Franklin Police Department - Administration Division	1			Yes
Franklin Police Department - CID	1			Yes
Franklin Police Department - Operations Division	1			Yes
Gainesboro Police Department	1			Yes
Gallatin Police Department	1			Yes
Grundy County Sheriff's Office	1			Yes
Halls Police Department	1			Yes
Hamblen County Sheriff's	1			Yes

Office				
Hamilton County Juvenile Court	1			Yes

Hamilton County Sheriff's Office	1			Yes
Hawkins County 911	1			Yes
Hawkins County Sheriff's Office	1			Yes
Haywood County Sheriff's Office	1			Yes
Henderson County 911	1			Yes
Henderson Police Department	1			Yes
Hendersonville Police Department	1			Yes
Hickman County Sheriff's Office	1			Yes
Hohenwald Police Department	1			Yes
Hollow Rock Police Department	1			Yes
Houston County Sheriff's Office	1			Yes
Huntland Police Department	1			Yes
Jacksboro Police Department	1			Yes
Jackson Police Department	1			Yes
Jefferson City Police Department	1			Yes
Jellico Police Department	1			Yes
Johnson City Police Department	1			Yes
Jonesborough Police Department	1			Yes
Kingston Police Department	1			Yes
Kingston Springs Police Department	1			Yes
Knox County Sheriff's Office	1			Yes
Knoxville Airport Authority	1			Yes
Knoxville Police Department	1			Yes
Knoxville Police Department - Crime Analysis Unit	1			Yes

La Vergne Police Department	1			Yes
Lafayette Police Department	1			Yes
Lake City Police Department	1			Yes
Lake County Sheriff's Office	1			Yes
Lawrence County Sheriff's Office	1			Yes
Lebanon Police Department	1			Yes
Lewis County Sheriff's Office	1			Yes
Lewisburg Police Department	1			Yes
Lexington Police Department	1			Yes
Livingston Police Department	1			Yes
Lookout Mountain Police Department	1			Yes
Loudon County Sheriff's Office	1			Yes
Madisonville Police Department	1			Yes
Manchester Police Department	1			Yes
Marshall County Sheriff's Office	1			Yes
Maryville Police Department	1			Yes
Mason Police Department	1			Yes
Maury County General Sessions Court	1			Yes
Maury County Sheriff's Office	1			Yes
Maynardville Police Department+A345	1			Yes
McEwen Police Department	1			Yes
McMinnville Police Department	1			Yes
Medina Police Department	1			Yes

Meigs County Sheriff's Office	1			Yes
Metro Nashville General Sessions Court	1			Yes
Metro Nashville Park Police	1			Yes
Metro Nashville Police Department	1			Yes
Middleton Police Department	1			Yes
Millington Police Department	1			Yes
Monterey Police Department	1			Yes
Montgomery County Circuit Court	1			Yes
Montgomery County Sheriff's Office	1			Yes
Moore County Sheriff's Office	1			Yes
Morgan County Sheriff's Office	1			Yes
Moscow Police Department	1			Yes
Mt. Juliet Police Department	1			Yes
Mt. Pleasant Police Department	1			Yes
Murfreesboro Police Department	1			Yes
Nashville International Airport Police Department	1			Yes
New Johnsonville Police Department	1			Yes
New Market Police Department	1			Yes
New Tazewell Police Department	1			Yes
Newbern Police Department	1			Yes
Newport Police Department	1			Yes
Nolensville Police Department	1			Yes
Norris Police Department	1			Yes

Oak Ridge Police Department	1			Yes
Oakland Police Department	1			Yes
Oliver Springs Police Department	1			Yes
Oneida Police Department	1			Yes
Pleasant View Police Department	1			Yes
Polk County Sheriff's Office	1			Yes
Pulaski Police Department	1			Yes
Red Bank Police Department	1			Yes
Rhea County Sheriff's Office	1			Yes
Ridgely Police Department	1			Yes
Ridgetop Police Department	1			Yes
Ripley Police Department	1			Yes
Robertson County General Sessions Court	1			Yes
Robertson County Sheriff's Office	1			Yes
Rockwood Police Department	1			Yes
Rutledge Police Department	1			Yes
Savannah Police Department	1			Yes
Sequatchie County 911	1			Yes
Sequatchie County Sheriff's Office	1			Yes
Sevier County Sheriff's Office	1			Yes
Sevierville Police Department	1			Yes
Shelbyville Police Department	1			Yes
Smith County Sheriff's Office	1			Yes
Smithville Police Department	1			Yes

Smyrna Municipal Court Clerk	1			Yes
Smyrna Police Department	1			Yes
Somerville Police Department	1			Yes
South Pittsburg Police Department	1			Yes
Sparta Police Department	1			Yes
Spencer Police Department	1			Yes
Spring Hill Police Department	1			Yes
Springfield Police Department	1			Yes
Sumner County Sheriff's Office	1			Yes
Sweetwater Police Department	1			Yes
Tazewell Police Department	1			Yes
Tipton County Sheriff's Office	1			Yes
TN Alcoholic Beverage Commission	1			Yes
TN Dept. of Agriculture - Crime Unit	1			Yes
TN Dept. of Environment & Conservation - State Park Police	1			Yes
TN Office of Inspector General	1			Yes
TN Dept. of Safety: Handgun	1			Yes
TN Bureau of Investigation	1			Yes
TN Tech University Police Department	1			Yes
TN Wildlife Resources Agency	1			Yes
Trezevant Police Department	1			Yes
Trousdale County Sheriff's Office	1			Yes

Tusculum Police Department	1			Yes
Unicoi County Sheriff's Office	1			Yes
Union City Police Department	1			Yes
Union County 911	1			Yes
University of TN Knoxville Police Department	1			Yes
University of TN Martin Police Department	1			Yes
Walters State Community College Campus Police	1			Yes
Watertown Police Department	1			Yes
Waverly Police Department	1			Yes
Wayne County Sheriff's Office	1			Yes
Waynesboro Police Department	1			Yes
Weakley County Sheriff's Office	1			Yes
Westmoreland Police Department	1			Yes
White County Sheriff's Office	1			Yes
White House Police Department	1			Yes
White Pine Police Department	1			Yes
Williamson County Sheriff's Office	1			Yes
Wilson County Sheriff's Office	1			Yes
		Stephen Rideout	1	No
		Oasis Center	1	No

Appendix C provides a copy of contractual provisions prohibiting discrimination for usage in all contract documents and Request for Proposal documents.

Appendix D provides a copy of the "Statement of Assurances" and Pre-Award Survey used by the Administrative Office of the Courts for all subrecipients. All completed assessments are reviewed upon receipt by the appropriate program manager. A total of 275 Pre-Award surveys were received in this fiscal year.

Field or on-site reviews: With the exception of a very small number, all subrecipients of grants from the AOC are local and state government agencies. Subrecipients are required to sign a "statement of assurances" as well as completion of both a pre-award survey and a post-award survey. Unless the information contained the returned self-reporting tools is not adequate or appears to be in error, we have deemed it not necessary to conduct field or on-site reviews.

Title VI Training: Subrecipients are notified of training standards in Request for Proposal (RFP) documents, contract documents. Subrecipients are required to report in their completed post-award survey the extent and content of Title VI training provided to staff, the dates training was provided and the number of staff attending the training. Subreceptents will report in the pre-award survey information about previous Title VI training. Subrecipients are required to participate and validate completion of on-line Power Point Title VI training provided by the Administrative Office of the Courts. The Training will be located on the Court System website around the beginning of October 2011.

B. Post-Award Procedures

Appendix E provides a copy of the post-award survey sent to all subrecipients and contractors receiving grant funding from the AOC. A total of 132 surveys's were completed and returned. Every returned survey was reviewed for compliance by the assigned grants manager.

Increased efforts were made this year to collect data from all subrecipients. The collected data will serve as a bench mark from which to select subrecipients for future on-site reviews.

Title VI Training: In this reporting year every subrecipient and contractor was sent a post-award survey which provided questions about the total number of staff trained in Title VI training, the actual number and percentage of staff trained, the dates training was offered, a copy of the agenda and the method used to deliver the training. In addition, all subrecipients and contractors were asked to watch a Title VI training video and to verify in writing that they watched the training video.

For the new fiscal year ('11-'12) subrecipients are required to complete an online Power Point Training workshop and verify the completion of the training workshop. AOC Technology staff will be able to provide a report to the Title VI Coordinator indicating every person who opened the Power Point training presentation for cross-checking with the self-reporting verification requested on the post award survey.

C. Minority Representation

The total number of subrecipients that provide services, materials and/or equipment to beneficiaries on behalf of the Administrative Office of the Courts is 10. All of the subrecipients who provided services, materials and/or equipment to beneficiaries of grants awarded by the Administrative Office of the Courts were White.

D. Public Notice and Outreach

The Title VI Implementation Plan for the AOC will be posted on the Court System web page (<http://www.tncourts.gov/>).

Available programs and services thru the AOC are posted on Court System website. Most of the grant dollars received by the AOC are used for programs and services that are made available to local courts and state and local government agencies. Web postings and email are used for notice and outreach. For the Interpreters for *Victims of Violence & Interpreters Scholarships* grant a wide variety of minority publications, and sources were used to make minority individuals aware of the grant.

Complaint forms are accessible on the Court System website. Fact sheets and posters are distributed to judicial personnel and to programs servicing the court system with instructions to display in a prominent location. These efforts will inform staff, beneficiaries and potential beneficiaries of the court's nondiscrimination policy and the procedures for filing a complaint.

Acknowledgement: The Administrative Office of the Courts hereby agrees to monitor all subrecipients and/or contractors concerning the dissemination of information about the following to the public:

- (i) Nondiscrimination policy;
- (ii) Programs and services;
- (iii) Complaint procedures; and,
- (iv) Minority participation on planning boards and advisory bodies.

E. Procedures for Noncompliance

Any subrecipient or contractor found to be in noncompliance with Title VI shall be given written notice from the Director of the Administrative Office of the Courts. Failure to eliminate the source of noncompliance within 90 days of receipt of the written notice maybe considered as a violation of the terms of the contract and a basis for contract suspension, termination or rejection.

10. Compliance/Noncompliance Reporting

The AOC furnishes or shares Title VI compliance reports with the TN Commission on Children and Youth, Department of Finance and Administration, and Department of Human Services.

Federal reporting requirements: The AOC is responsible for citing the following applicable Code of Federal Regulations (CFR) citation and/or federal departmental circular that governs each program, activity or federal funds. The Court Improvement Program grants are awarded by the Department of Health and Human Services. The reporting requirements are ACYF-CB-PI-07-09 and ACYF-CB-PI-06-05.

11. Title VI Training Plan

The AOC has 76 staff members. The Title VI Coordinator trained 69 staff members or 90% of the total AOC in Title VI training. The training was conducted on April 26, 2011. The agenda contained an overview of Title VI of the Civil Rights Act of 1964, information about protected classes, and key definitions; examples of discriminatory practices relative to the grants awarded to the AOC, policies and procedures including the non-discrimination policy; complaint procedures and Limited English Proficiency (LEP), an overview of the issue facing the court system regarding court interpreters; public notice and outreach; and reporting obligations. Staff attendance was verified by issuance of a certificate by the Title VI Coordinator. The Certificates were filed in each employee's personnel file. In addition, every program manager and the Title VI Coordinator completed the Title VI training provided by the Department of Finance & Administration, Office of Criminal Justice.

A total of 285 subrecipients received grant funding from the AOC during this fiscal year. Out of that number 102 number or 35.78% were trained in Title VI training. In addition 136 post-award surveys were completed and returned for review. 11,595 staff members were reported on the post-award survey and 9,996 or 86.20% were trained in Title VI training.

Proposed training for the next reporting year: An online Power Point training will be available beginning in October 2011 on the Court System website for all subrecipients and AOC staff to complete. Technology staff will record and provide to the Title VI Coordinator a listing of all persons accessing the training for reporting purposes. As all of the training offered during next fiscal year will be available via the internet no proposed dates for training are provided.

12. Public Notice and Outreach

The Title VI Implementation Plan for Administrative Office of the Courts is posted on the Court System web page (<http://www.tncourts.gov/>). Complaint forms are accessible as downloads on the website. Fact sheets and posters are distributed to judicial personnel and to programs servicing the court system with instructions to display in a prominent location. These efforts will inform staff, beneficiaries and potential beneficiaries of the court's nondiscrimination policy and the procedures for filing a complaint.

The Administrative Office of the Courts has two advisory boards or bodies. The Access to Justice Commission is composed of ten members and was created by Supreme Court Rule. The Access to Justice Commission has 30% minority membership including seven or 70% White members, two or 20% Black or African American members and one or 10% Hispanic or Latino member.

The Court Improvement Program (CIP) Workgroup is a multidisciplinary board. The CIP Workgroup assists the Court System in improving the safety, permanency and well-being of children and families in the child welfare system. The Workgroup is composed of 30 members appointed by the TN Supreme Court as a result of recommendations by the CIP Manager. Recommendations are based on the appointees' work with the child welfare system. The membership consist of five or 16.66% African American or Black members and 83.34% White members. Members serve for a one year period and they may be asked to serve multiple years. Membership is not posted for review.

The types of federal grants utilized by the Administrative Office of the Courts require varied methods of notice and outreach. In general most of the Administrative Office of the Courts grants do not provide direct services to clients and notification is made to state and local government agencies regarding the availability opportunities for contracts and grant funds. Other federal funding is determined through an award process. Notification of available funding is posted on our website along with the application, award process procedures and required time frames.

The Administrative Office of the Courts is making an effort to increase utilization of minority media particularly in the area of court interpreters by collaborating with various community organizations including Catholic charities, Tennessee Foreign Language Institute, university foreign language departments, and the Tennessee Association of Professional Interpreters and Translators (TAPIT). The Court Interpreter Programs Manager is very diligent in efforts to increase the numbers of certified court interpreters in all languages. Input is sought constantly using various media sources and methods.

13. Evaluation Procedures

It is the intent of the Administrative Office of the Courts to comply with Title VI of the Civil Rights Act of 1964 and any directives and regulations issued pursuant to the act.

We are very pleased with our efforts to adopt and follow-through with the use of a uniform "statement of assurances", pre-award survey and post award survey. The language used in all Request for Proposals (RFP) and contracts has been reviewed and revised to assure that contractors and subrecipients are aware of their obligations under Title VI. We have collected data from beneficiaries and subrecipients to develop a base-line for future compliance efforts.

Based on our self-evaluation the AOC will focus on the following during the next fiscal year:

Develop Administrative Office of the Courts policy and procedures for on-site visits and monitoring of Title VI compliance by January 1, 2012.

Finalize the on-line Title VI Power Point training and verification mechanism by October 31, 2011.

Finalize the online surveys for both pre-award and post-award completion by subrecipients by October 31, 2011.


Identify and execute additional methods of public notice and outreach by January 1, 2012.

14. Responsible Officials


The Administrative Office of the Courts hereby agrees that it will comply with Title VI of the Civil Rights Act of 1964, TCA 4-21-203 and any directives and regulations issued pursuant to that act.

Assurance is hereby given that the Administrative Office of the Courts will immediately take any measures necessary to effectuate compliance and this assurance is given for the purpose of obtaining any and all federal financial assistance.

Responsible State Official:



Elizabeth A. Sykes
Director, Administrative Office of the Courts



Date

Title VI Coordinator:

Cynthia H. Saladin
Human Resources Manager

Date

Appendix A

Administrative Office of the Courts

[illegible]

Appendix B



**ADMINISTRATIVE OFFICE OF THE COURTS
COMPLAINT UNDER CIVIL RIGHTS ACT OF 1964**

TO: ADMINISTRATIVE OFFICE OF THE COURTS

I, _____, hereby file an official complaint against
_____ located at: _____.

Complainant's Name: _____

Complainant's Address: _____

Basis of Complaint:

Date of Alleged Discrimination: _____

Signature of Complainant: _____

Appendix C

Title VI Pre Award, Contract and Post Award Procedures

1. Pre-Award:

A. Make sure RFP requires proposal to include Pre-Award Survey and Title VI assurances.

B. Make sure RFP includes the following language:

No person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of a Contract pursuant to this RFP or in the employment practices of the Contractor on the grounds of handicap or disability, age, race, color, religion, sex, national origin, or any other classification protected by federal, Tennessee state constitutional, or statutory law. The Contractor pursuant to this RFP shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

2. Contract:

A. Make sure this language is included:

Nondiscrimination. The Grantee hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Grant Contract or in the employment practices of the Grantee on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Tennessee State constitutional, or statutory law. The Grantee shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination. The grantee also warrants that it agrees, warrants, and assures that it will comply with all federal and state laws concerning civil rights. Grantee specifically warrants that it will make reasonable modifications as may be necessary under the Americans with Disabilities Act to ensure access or participation to its programs for individuals with qualified disabilities.

B. Make sure this language is included:

Grantee will provide all forms as requested by Administrative Office of the Courts to include but not be limited to, forms for compliance with federal grant requirements and forms for compliance with any audit requirements including but not limited to racial and ethnic data demonstrating the extent to which the members of minority groups are beneficiaries of the services. Grantee will also provide Title VI training to all staff members and to any subrecipients of this

grant contract. The Grantee hereby agrees to provide to the Grantor specific information regarding the Title VI training (such as the extent and content of the training, the dates training was provided and the number of staff attending the training) upon request of the Grantor. The Grantee further agrees to participate in Title VI Training provided by the Grantor.

C. Make sure subrecipient fills out Title VI Assurances and Pre-Award Survey.

3. Post Award:

A. Make sure subrecipient provides Post-Award Survey.

B. Make sure subrecipient provides Racial and Ethnic Data Survey.

Appendix D



Supreme Court of Tennessee

Administrative Office of the Courts
Nashville City Center, Suite 600
511 Union Street
Nashville, Tennessee 37219
615 / 741-2687 or 800 / 448-7970
FAX 615 / 741-6285

ELIZABETH A. SYKES
Director

Title VI Requirements and Assurance of Compliance

Title VI of the Civil Rights Act of 1964, as codified in 42 U.S.C. 2000(d), states that:

No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity received federal financial assistance.

The below signed applicant ("The Applicant") hereby agrees that it will comply with Title VI of the Civil Rights Act of 1964, and any directives or regulations issued pursuant thereto, and specifically will ensure that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subject to discrimination under any program or activity for which the Applicant receives Federal financial assistance from the Administrative Office of the Courts and HEREBY GIVES ASSURANCE THAT it will immediately take any measures necessary to effectuate this assurance.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all Federal financial assistance, grants and loans of Federal funds, and reimbursable expenditures, grants or donation of Federal property and interest in property, the detail of Federal personnel, the sale of and lease of, and the permission to use, Federal property or interest in such property or the furnishing of services without consideration or at a nominal consideration, or at a consideration which is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale, lease, or furnishing of services to the recipient, or any improvements made with Federal financial assistance extended to the Applicant by the Administrative Office of the Courts.

BY ACCEPTING THIS ASSURANCE, the Applicant agrees to compile data, maintain records, and submit reports as required to permit effective enforcement of Title VI, and permit the Administrative Office of the Courts personnel during normal working hours to review such records, books, and accounts as needed to ascertain compliance with Title VI. If there are any violations of this assurance, the Administrative Office of the Courts shall have the right to seek administrative and/or judicial enforcement of this assurance. **In addition, the Applicant agrees to provide training to staff and volunteers pursuant to the training standards as set by the Administrative Office of the Courts.**

This assurance is binding on the Applicant, its successors, transferees, and assignees as long as it receives assistance from the Administrative Office of the Courts. In the case of real property, this assurance is binding for as long as the property is

used for a purpose for which this assistance was intended or for the provision of services of benefits similar to those originally intended. In the case of personal property, this assurance applies for as long as the recipient retains ownership or possession of the property. The person or persons whose signatures appear below are authorized to sign this assurance on the behalf of the applicant.

Notwithstanding the above, potential grantees/contractors may contact:

- 1. Staff of the Governor's Office of Diversity Business Enterprise for assistance available to minority-owned, women-owned, and small businesses as well as general, public information relating to contracts; and**
- 2. The following individual designated by the Courts to coordinate compliance with the nondiscrimination requirements of the State of Tennessee, Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, and associated federal regulations:**

**Cindy Saladin, Human Resources Manager
Administrative Office of the Courts
511 Union Street, Suite 600
Nashville, TN 37219
615-741-2687**

Name of Organization: _____

Signature: _____ Date: _____

Administrative Office of the Courts
Title VI Pre Award Survey
(for recipients of federal funds)

Date of Survey: _____

Name of Entity: _____

Name of Title VI Coordinator: _____

1. Is your organization minority owned or run by minority individuals? Yes _____ No _____

If yes, identify the race(s) of the owner or individual(s) running the organization.*

If no, what are the percentages of the racial composition of the board or advisory group?*

_____ Hispanic or Latino _____ White (not Hispanic or Latino) _____ Black or African American (not Hispanic or Latino) _____ Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino) _____ Asian (Not Hispanic or Latino) _____ American Indian or Alaska Native (Not Hispanic or Latino) _____ Two or More Races (Not Hispanic or Latino).

What steps are being taken to obtain minority representation, if in your geographic service area, minorities represent 5% of the population or more?

2. Nondiscrimination Policies: Does your institution have a written policy stating that services or opportunities will be provided to all persons without regard to race, color, or national origin? Yes _____ No _____
3. Are permanent records kept of all Title VI complaints? Yes _____ No _____
4. In the past twelve months, has your entity/institution received any complaints alleging a Title VI violation? Yes _____ No _____ If Yes, attach a description of the nature of the complaint and its disposition.
5. Are Title VI information and non-discrimination notices disseminated to your employees or other beneficiaries of services? Yes _____ No _____ If yes, describe how employees and/or beneficiaries are informed (posters displayed, brochures displayed, etc.)

Do the notices contain contact information if someone has a Title VI or discrimination complaint? Yes _____ No _____

6. Do you have written policies and procedures addressing Title VI? Yes _____ No _____
7. How do you to ensure that minorities are effectively made knowledgeable about your services?

8. When did you last conduct Title VI training for your staff? ____/____/____

How often do you provide the training/refreshment training to your staff? _____

9. Please indicate as of this date, the percentages of the racial composition of those that currently receive your program's services.*

____ Hispanic or Latino ____ White (not Hispanic or Latino) ____ Black or African American (not Hispanic or Latino) ____ Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino) ____ Asian (Not Hispanic or Latino) ____ American Indian or Alaska Native (Not Hispanic or Latino) ____ Two or More Races (Not Hispanic or Latino).

10. Please indicate as of this date, the percentages of the racial composition of your program's staff. *

____ Hispanic or Latino ____ White (not Hispanic or Latino) ____ Black or African American (not Hispanic or Latino) ____ Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino) ____ Asian (Not Hispanic or Latino) ____ American Indian or Alaska Native (Not Hispanic or Latino) ____ Two or More Races (Not Hispanic or Latino).

11. Please indicate as of this date, the percentages of the racial composition of your program's volunteers.

____ Hispanic or Latino ____ White (not Hispanic or Latino) ____ Black or African American (not Hispanic or Latino) ____ Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino) ____ Asian (Not Hispanic or Latino) ____ American Indian or Alaska Native (Not Hispanic or Latino) ____ Two or More Races (Not Hispanic or Latino).

Declaration of Applicant:

I declare that I have completed the data in this self-survey and to the best of my knowledge and belief, it is true, correct, and complete.

Signature: _____ Date: _____

Position of Individual Completing Survey: _____

** Race and ethnic designations as used by the Equal Employment Opportunity Commission do not denote scientific definitions of anthropological origins. Definitions of the race and ethnicity categories are as follows:*

Hispanic or Latino - A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.

White (Not Hispanic or Latino) - A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

Black or African American (Not Hispanic or Latino) - A person having origins in any of the black racial groups of Africa.

Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino) - A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Asian (Not Hispanic or Latino) - A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

American Indian or Alaska Native (Not Hispanic or Latino) - A person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.

Two or More Races (Not Hispanic or Latino) - All persons who identify with more than one of the above five races.

Appendix E

Administrative Office of the Courts Title VI Post Award Survey (For recipients of federal funds)

Date of Survey: _____

Name of Entity: _____

Name of Title VI Coordinator: _____

Minority Representation:

12. As of today's date, is your organization minority owned or run by minority individuals?
Yes _____ No _____

If yes, identify the race(s) of the owner or individual(s) running the organization using the list of choices noted at the end of this report.*

If no, what are the percentages of the racial composition of the organization, board or advisory group?*

_____ Hispanic or Latino _____ White (not Hispanic or Latino) _____ Black or African American (not Hispanic or Latino) _____ Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino) _____ Asian (Not Hispanic or Latino) _____ American Indian or Alaska Native (Not Hispanic or Latino) _____ Two or More Races (Not Hispanic or Latino).

What steps are being taken to obtain minority representation, if in your geographic service area, minorities represent 5% of the population or more?

Public Notice and Outreach

1. How did your organization disseminate information to the public (using news media or other ways to broadcast your program) regarding your:

A. Nondiscrimination policy: _____

B. Programs and Services: _____

C. Title VI Complaint Procedure: _____

D. Minority participation on planning boards and advisory bodies (what you did to advise minorities of openings on planning boards and advisory bodies or advise of the ability to join the board or advisory body?): _____

Title VI Training

1. Describe Title VI training for your program staff:

- A. List total number of staff : _____
- B. List the actual number and percentage of staff trained: _____ %
- C. List dates training offered (include agenda) _____
- D. List method used to verify a member of staff has been trained: _____

VERIFY THAT YOU HAVE watched the following Title VI video:

http://www.tn.gov/finance/PPVideo/VTS_01_1.wmv OR the video titled "Breaking Down the Language Barrier," a video training tool provided by the Department of Justice found at: <http://www.youtube.com/watch?v=qaVKy-2HWIo&feature=related>

2. I verify that I _____ have _____ have not watched the above-referenced video.

Minority Representation of Recipients of Services Provided by this Grant

1. Please indicate as of this date, the racial composition of those who have received services/benefit from this grant.

Total number of recipients/beneficiaries: _____

_____ Hispanic or Latino _____ White (not Hispanic or Latino) _____ Black or African American (not Hispanic or Latino) _____ Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino) _____ Asian (Not Hispanic or Latino) _____ American Indian or Alaska Native (Not Hispanic or Latino) _____ Two or More Races (Not Hispanic or Latino).

Declaration of Applicant:

I declare that I have completed the data in this self-survey and to the best of my knowledge and belief, it is true, correct, and complete.

Signature: _____ Date: _____

Position of Individual Completing Survey: _____

** Race and ethnic designations as used by the Equal Employment Opportunity Commission do not denote scientific definitions of anthropological origins. Definitions of the race and ethnicity categories are as follows:*

Hispanic or Latino - A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.

White (Not Hispanic or Latino) - A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

Black or African American (Not Hispanic or Latino) - A person having origins in any of the black racial groups of Africa.

Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino) - A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Asian (Not Hispanic or Latino) - A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

American Indian or Alaska Native (Not Hispanic or Latino) - A person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.

Two or More Races (Not Hispanic or Latino) - All persons who identify with more than one of the above five races.



Administrative Office of the Courts

Nashville City Center, Suite 600
511 Union Street
Nashville, Tennessee 37219
615 / 741-2687 or 800 / 448-7970
FAX 615 / 741-6285

ELIZABETH A. SYKES
Director

MEMORANDUM

TO: All AOC

FROM: Libby Sykes

DATE: November 3, 2011

RE: Non-English Speaking Visitors or Phone Calls



To assure that we are able to effectively communicate with the public, please review and become familiar with the following internal AOC procedures.

If a Non-English speaking person (LEP individual) comes to the office and you do not know what language they speak, use the "I Speak" pages (attached) and ask them to point to the language they speak.

Contact one of the following employee volunteers, if the LEP individual points to a language they speak, and ask them for assistance interpreting for the LEP individual. The following employees are bi-lingual and have agreed to interpret if needed:

Linda Beaudet – Spanish
Elvie Newcomb – Spanish
Souk Keomek – Laotian, Thai

If the LEP individual speaks a language other than those identified above, call Language Line at 1-800-752-6096 select option 2, and request assistance interpreting for an LEP individual. State that you work for the Administrative Office of the Courts and provide the language the LEP individual speaks, when the interpreter is connected put the phone on speaker mode so that you have the interpreter interpreting from English into the foreign language and then interpreting from the foreign language into English so you can determine how to help the LEP individual and provide the information he/she needs.

If you have questions regarding the procedures, please speak with Cindy Saladin or Mary Rose Zingale. We will provide training on these procedures at the November staff meeting.